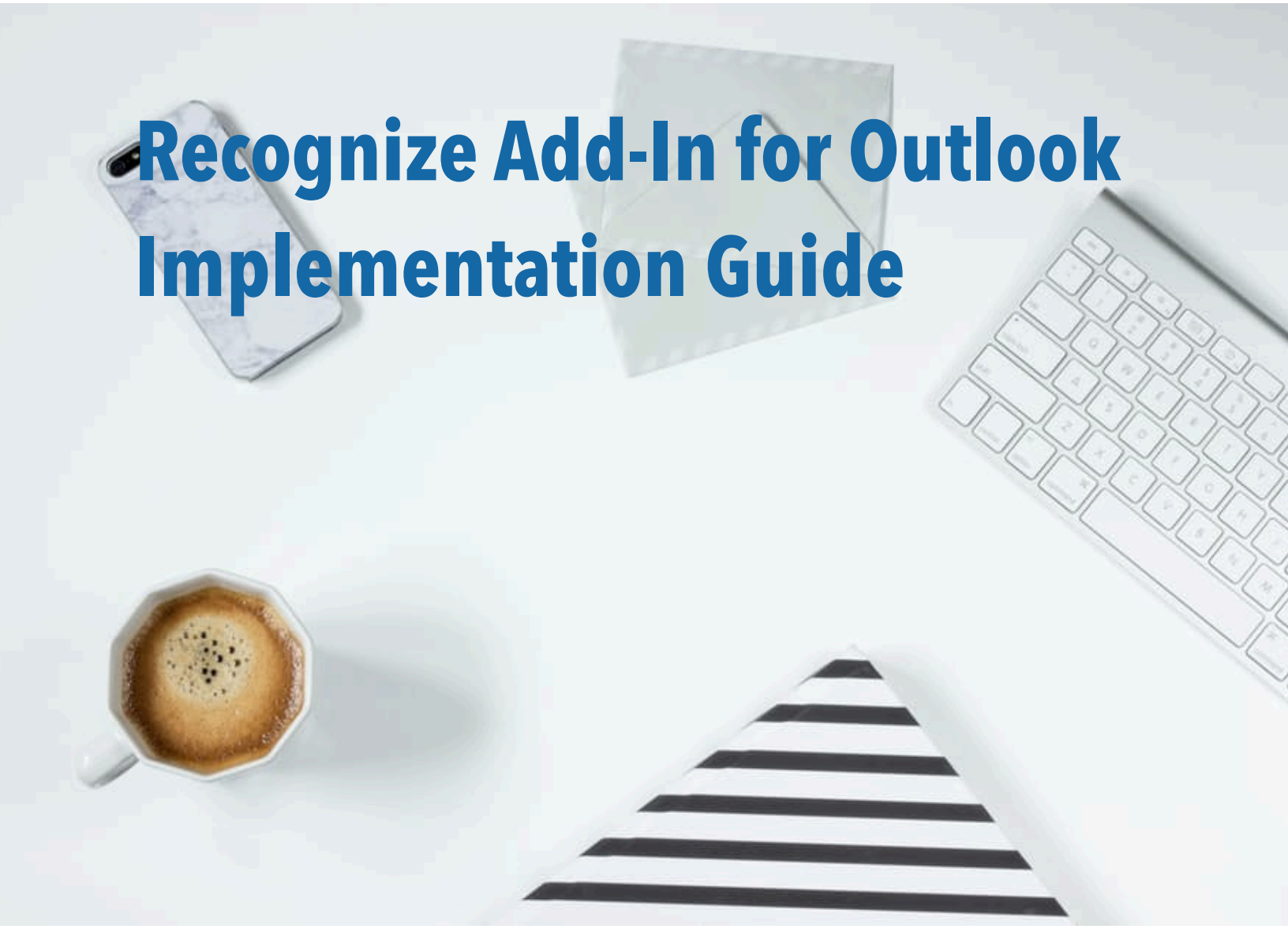
Recognize



Recognize Add-In for Outlook Implementation Guide

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Version 1.0.1

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Introduction

About this guide

The Recognize add-in for Outlook adds the ability to send recognitions via the Recognize platform directly from within Outlook.

This implementation guide applies to Office 365 accounts that use Microsoft Exchange to manage email accounts.

This guide is intended for system administrators and describes installing for an entire Office365 tenant. It will describe how to deploy, configure and customize the add-in onto machines and Outlook web-apps (OWA's) for all users in your organization.

System Requirements

Requirements for configuration

- Microsoft Exchange Server - Exchange Server 2010, 2013, or 2016
- Microsoft Exchange Online - Exchange provided by Office 365
- Microsoft Office 365

Requirements for user access to add-in

- Microsoft Outlook Web app (OWA)
- Microsoft Outlook

The table below lists the supported operating systems with Outlook versions for the Add-in for Outlook.

	Win XP 32 bit	Win XP 64 bit	Win Vista 32 bit	Win 7 32 bit	Win 7 64 bit	Win 8 32 bit	Win 8 64 bit
Office 2010	✓	NA*	✓	✓	✓	✓	✓
Office 2010 64 bits	NA*	NA*	NA*	NA*	✓	NA*	✓
Office 2013	NA*	NA*	NA*	✓	✓	✓	✓
Office 2013 64 bits	NA*	NA*	NA*	NA*	✓	NA*	✓
Office 2016	NA*	NA*	NA*	✓	✓	✓	✓
Office 2016 64 bits	NA*	NA*	NA*	NA*	✓	NA*	✓

*NA = Not supported by Microsoft

Chapter 1

Installation

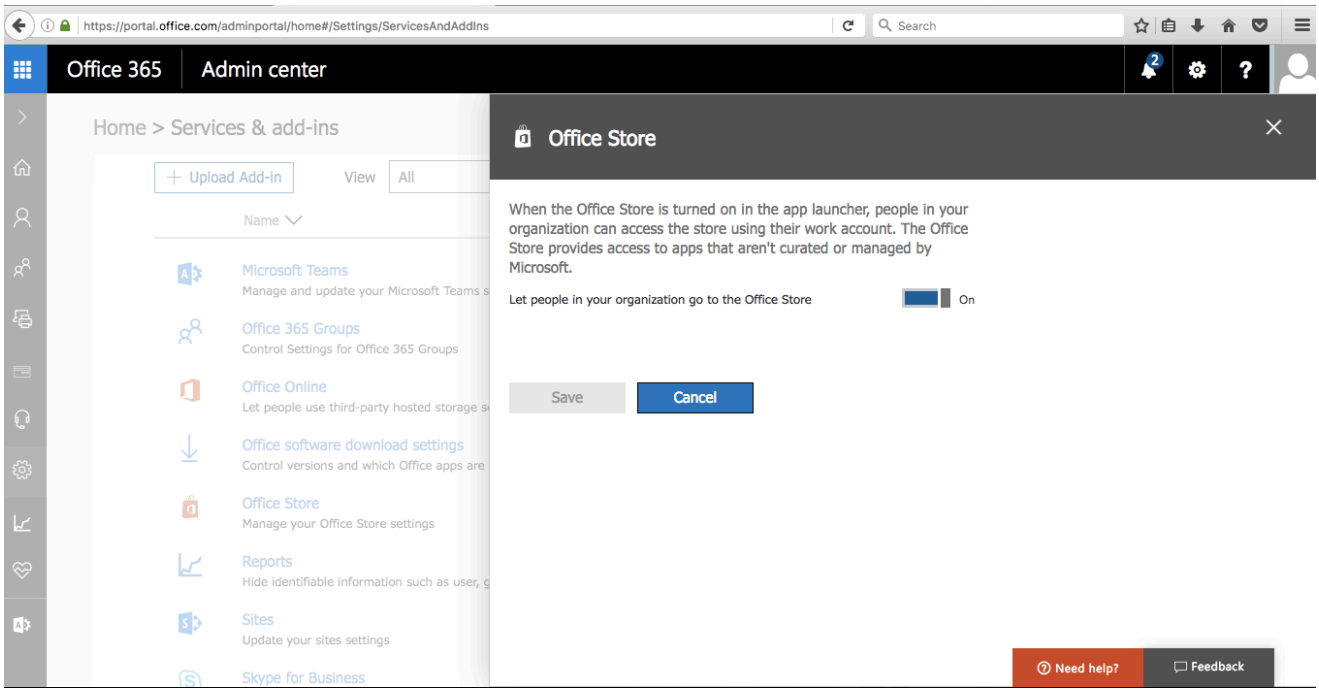
Installation scenarios

There are two installation scenarios to install the Recognize Add-in for Outlook in your organization:

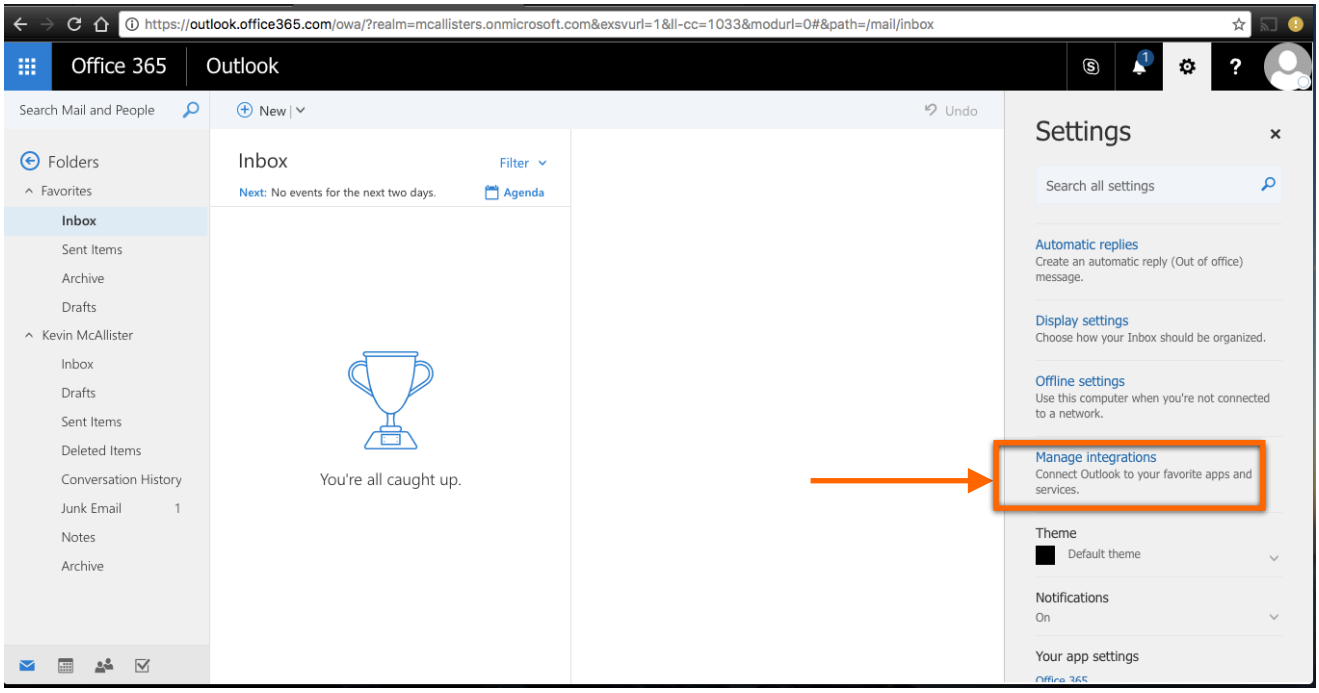
- **Single user installation** - a user installs the add-in for themselves.
- **Tenant-wide installation** - an IT administrator installs the add-in for their entire organization.

Single user installation

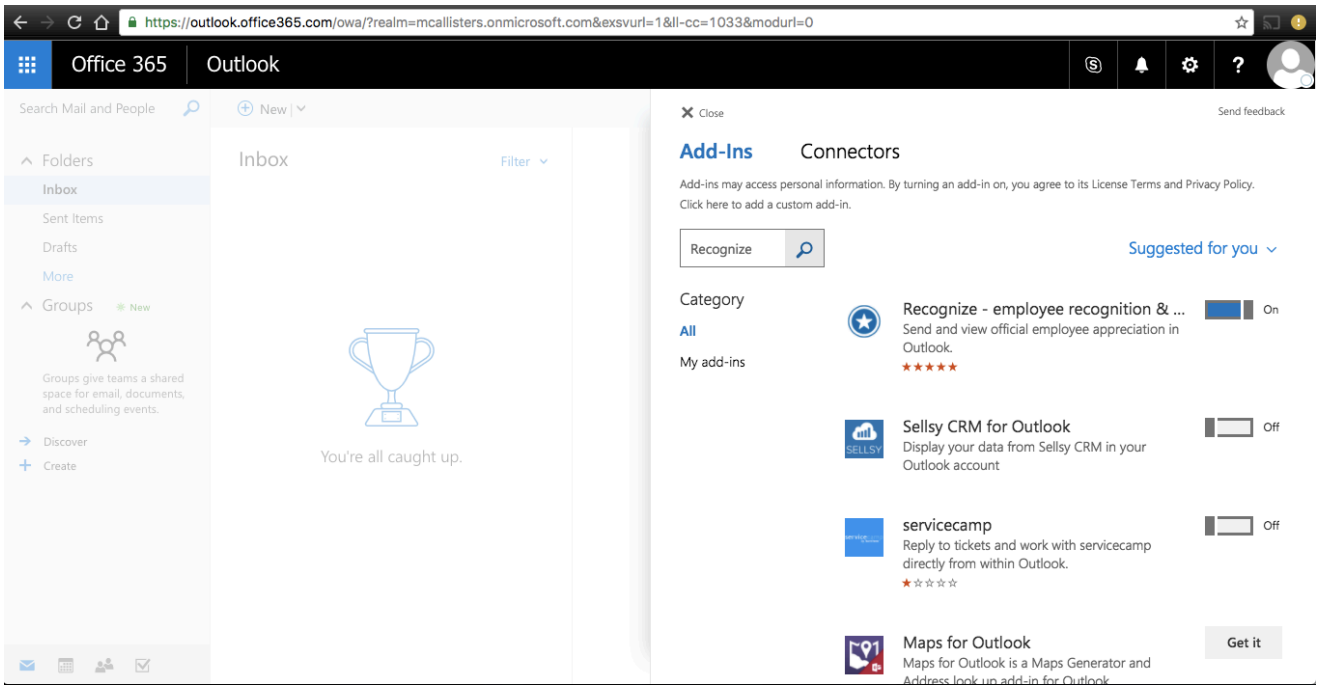
Users can install the Recognize add-in for Outlook themselves without requiring IT effort as long as the **Office 365 store is enabled for the tenant**.



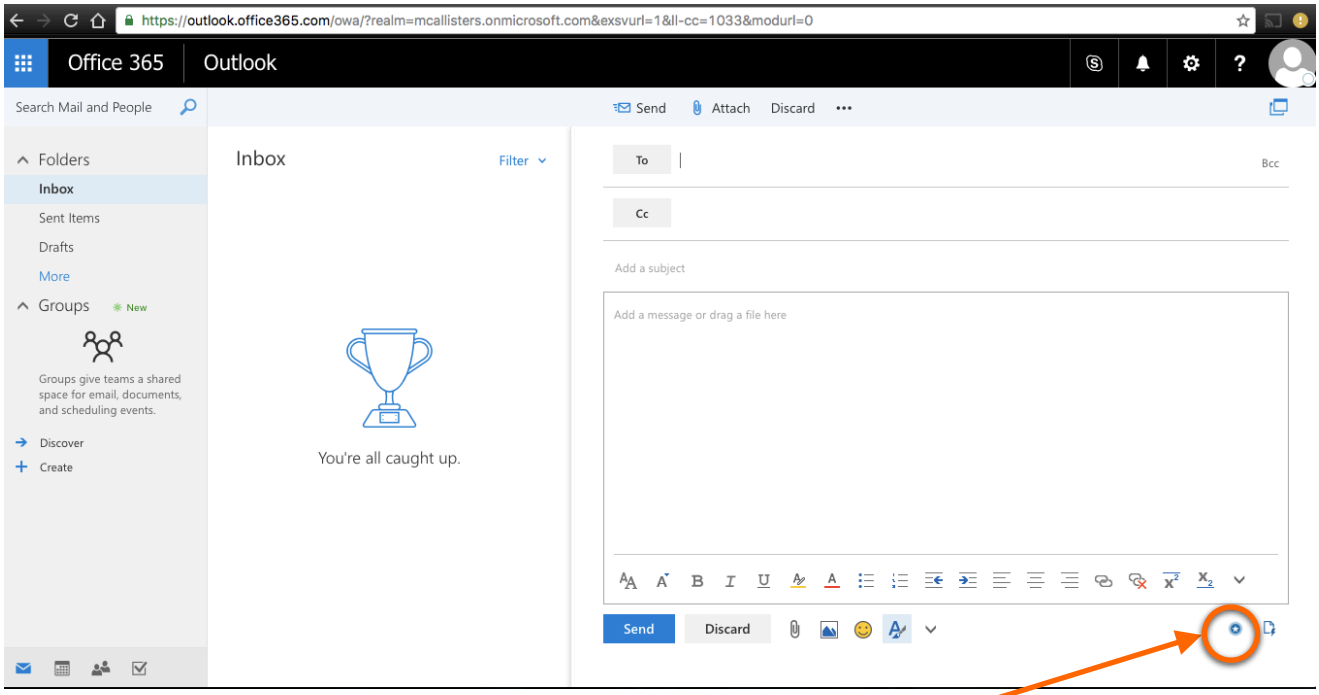
Users begin by clicking "Manage integrations" which is available from the gear icon at the top of the page:



Then search for Recognize from the Outlook store and toggle the add-in to "on".



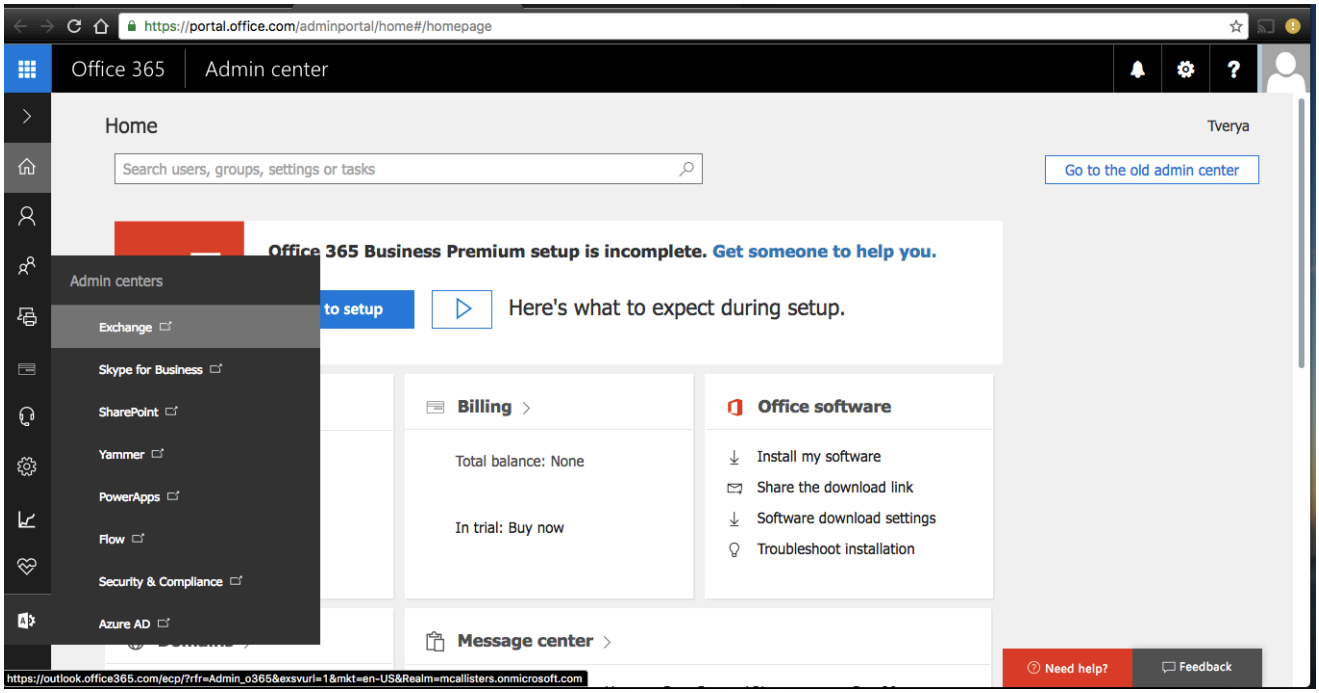
Once enabled, you can simply close the integrations window and open a compose mail window. When the add-in has been installed successfully, you will see the blue Recognize star logo ( ) in the bottom right hand side of the pane.



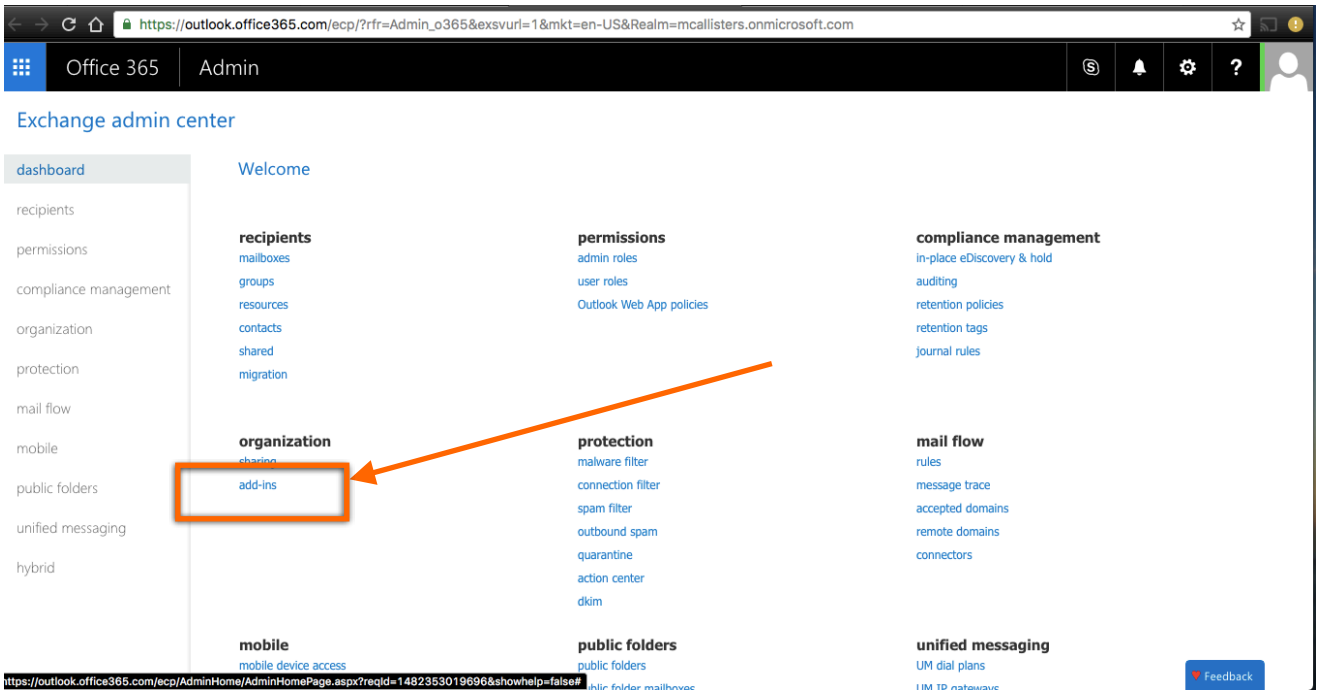
Please see the chapter on **Authentication** to proceed.

Organization wide installation

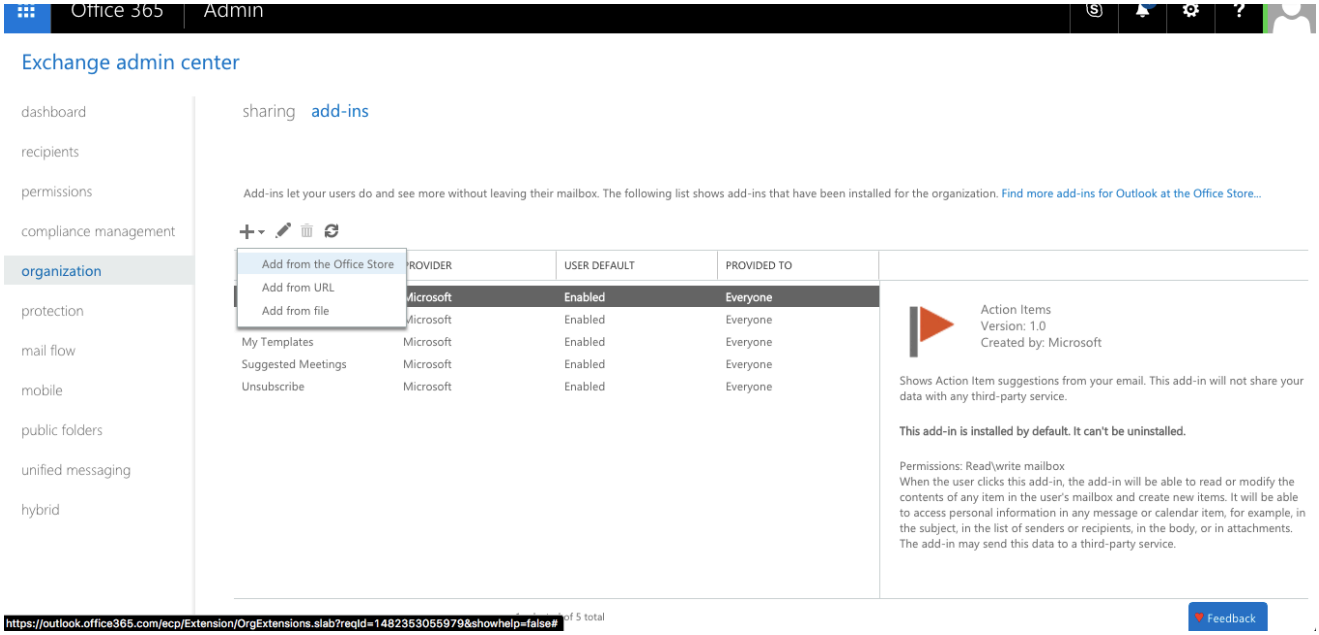
IT administrators may install the Recognize add-in for Outlook for their entire organization. Begin by going to the Office 365 admin dashboard and then going to **Exchange admin center** (EAC).



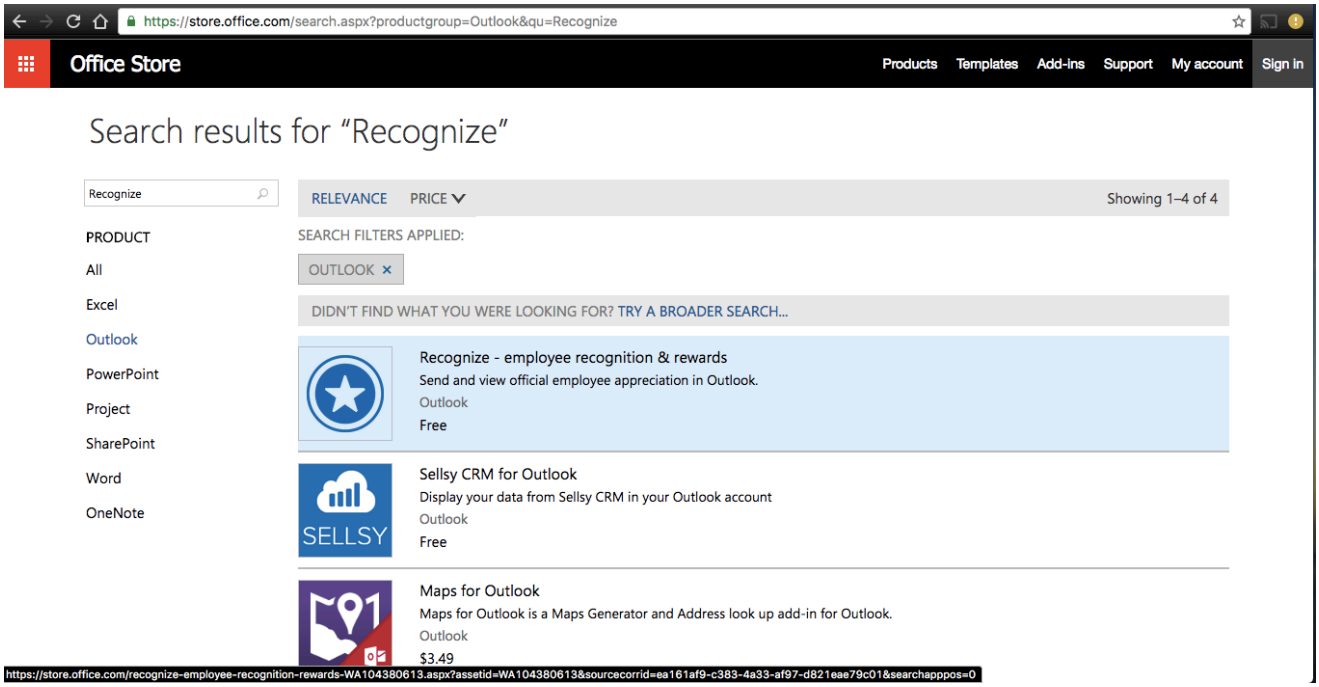
Then, click "add-ins" underneath "Organization"



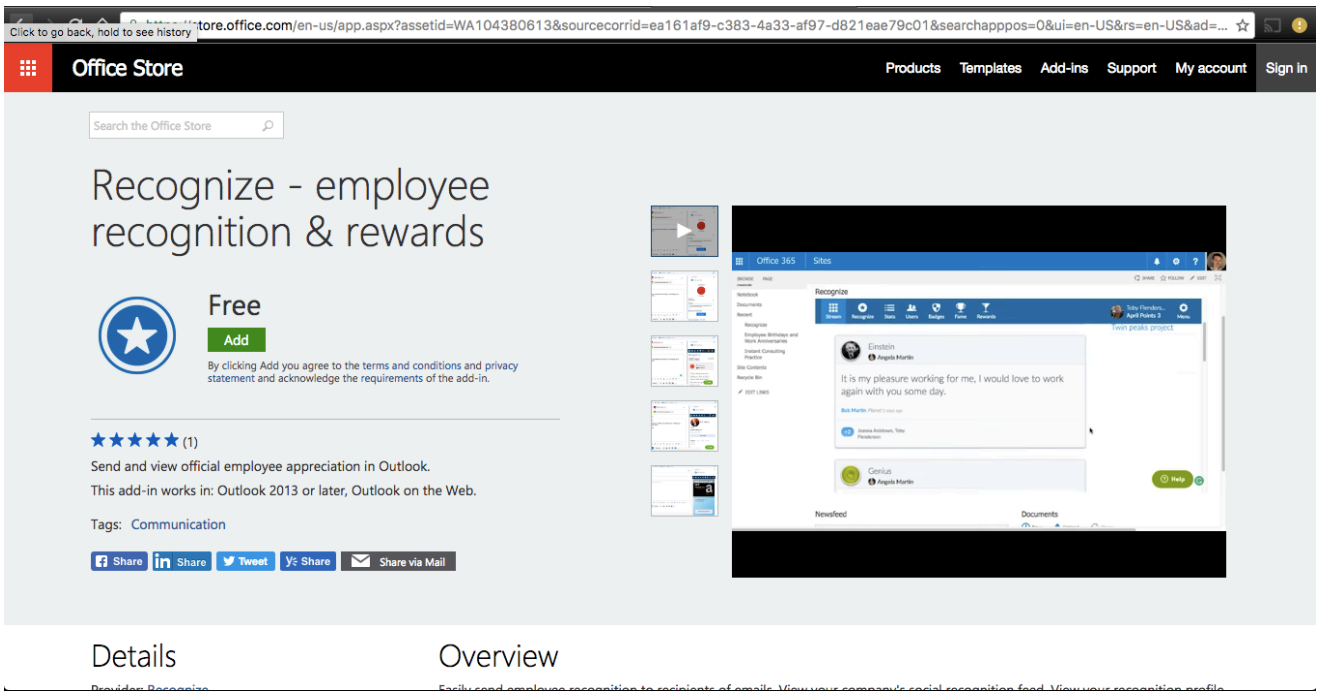
Then click the "+" icon and "Add from the Office Store".

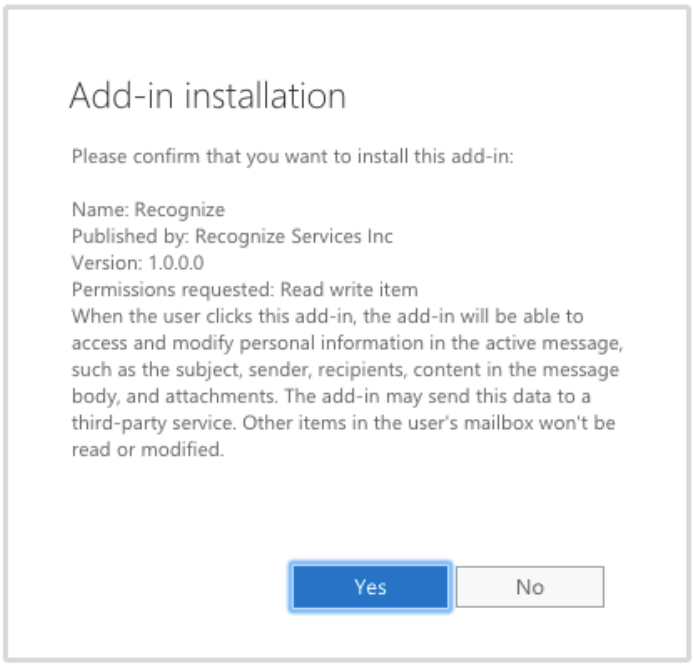


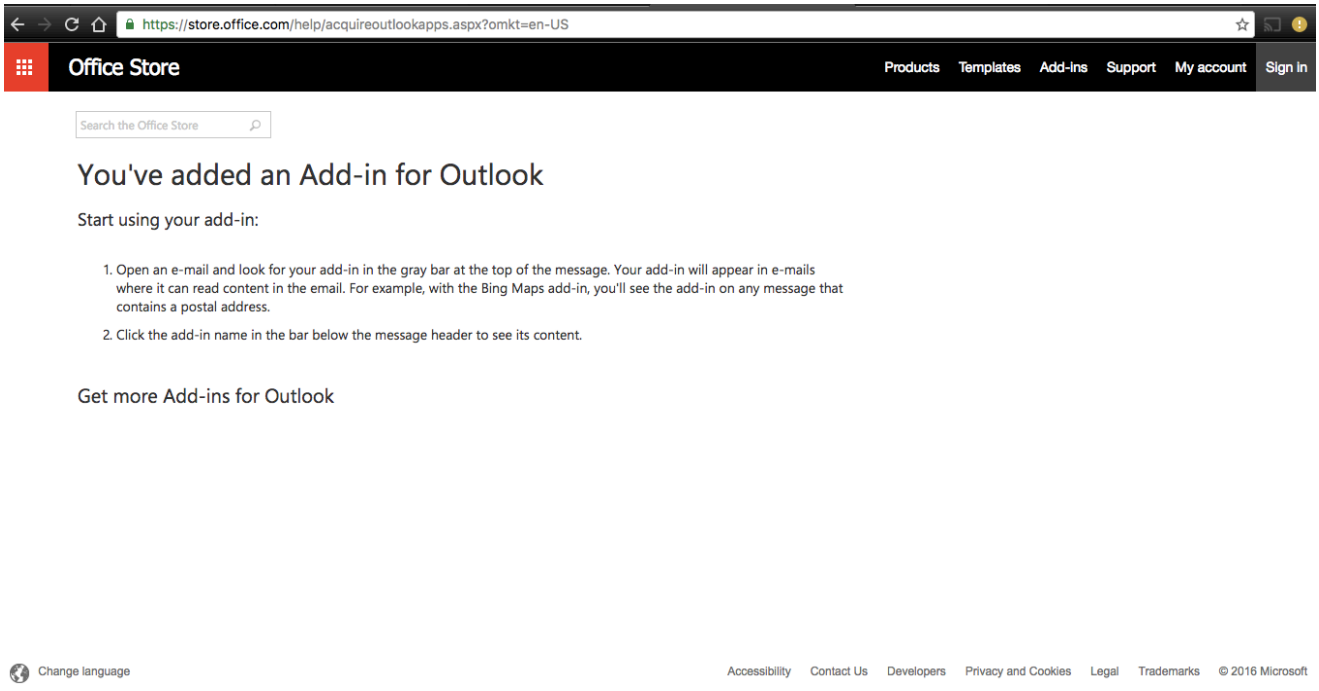
This will take you to the Office Store where you can search for "Recognize".



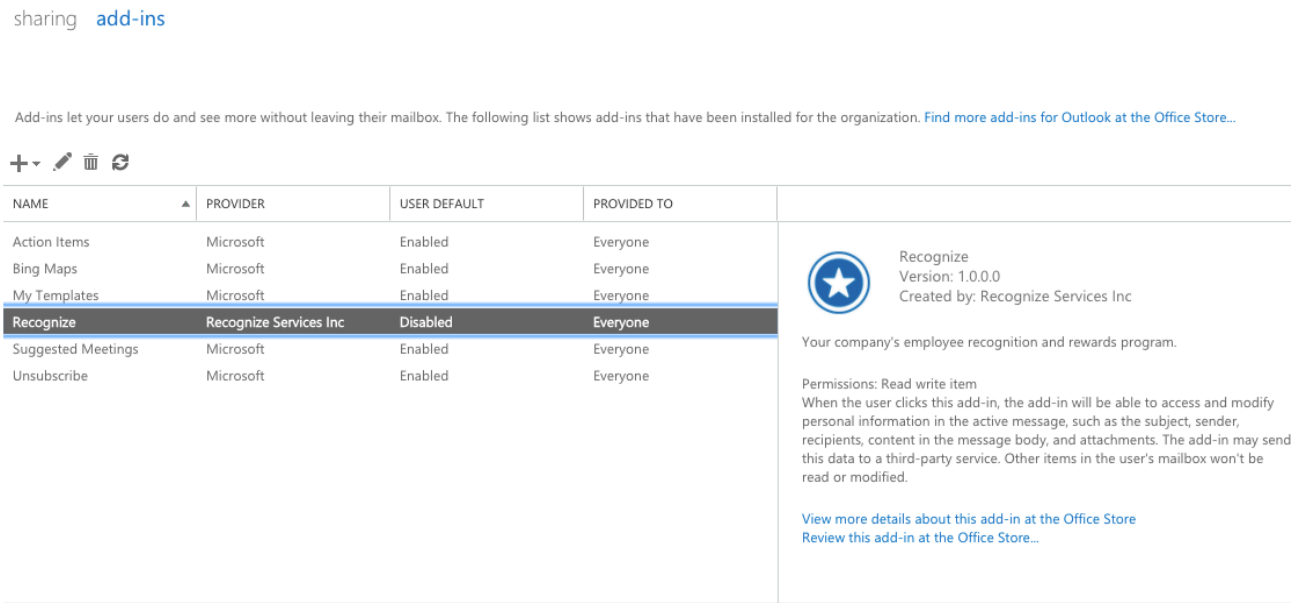
Once at the Recognize add-in page, click "Add" to install the add-in to your organizations account and follow the prompts.



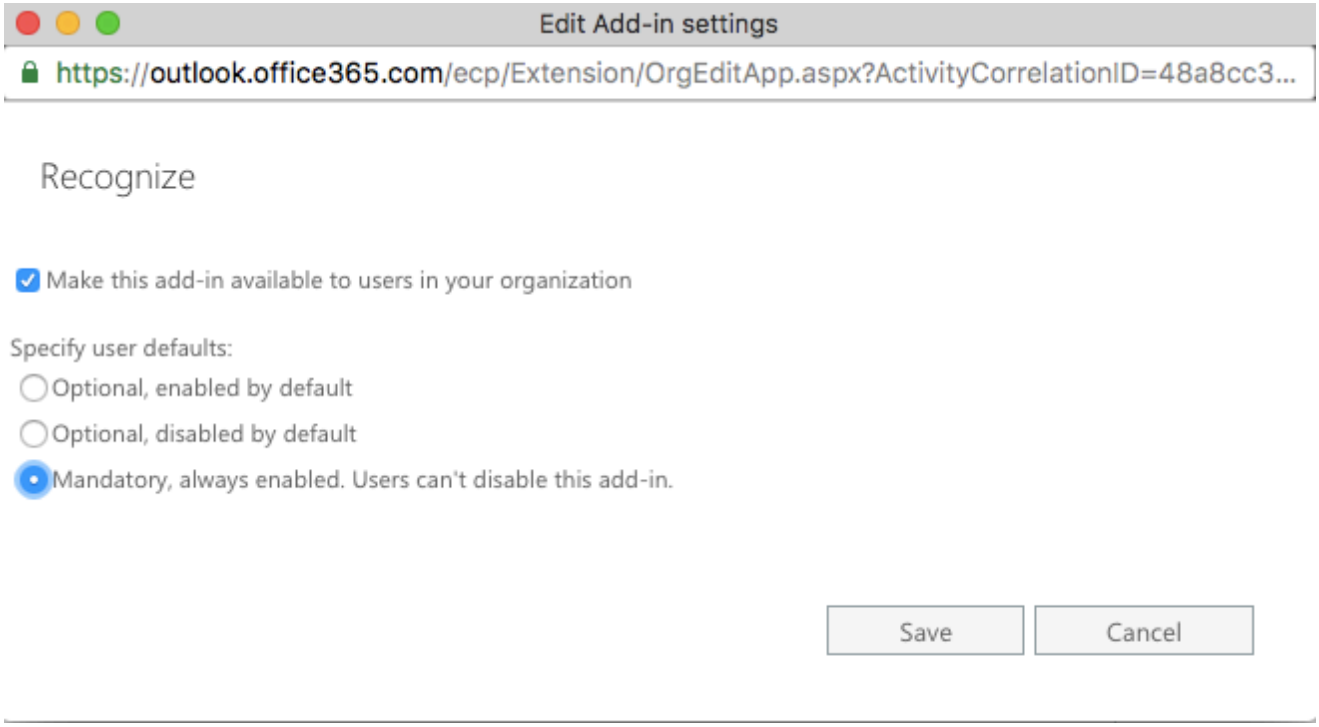




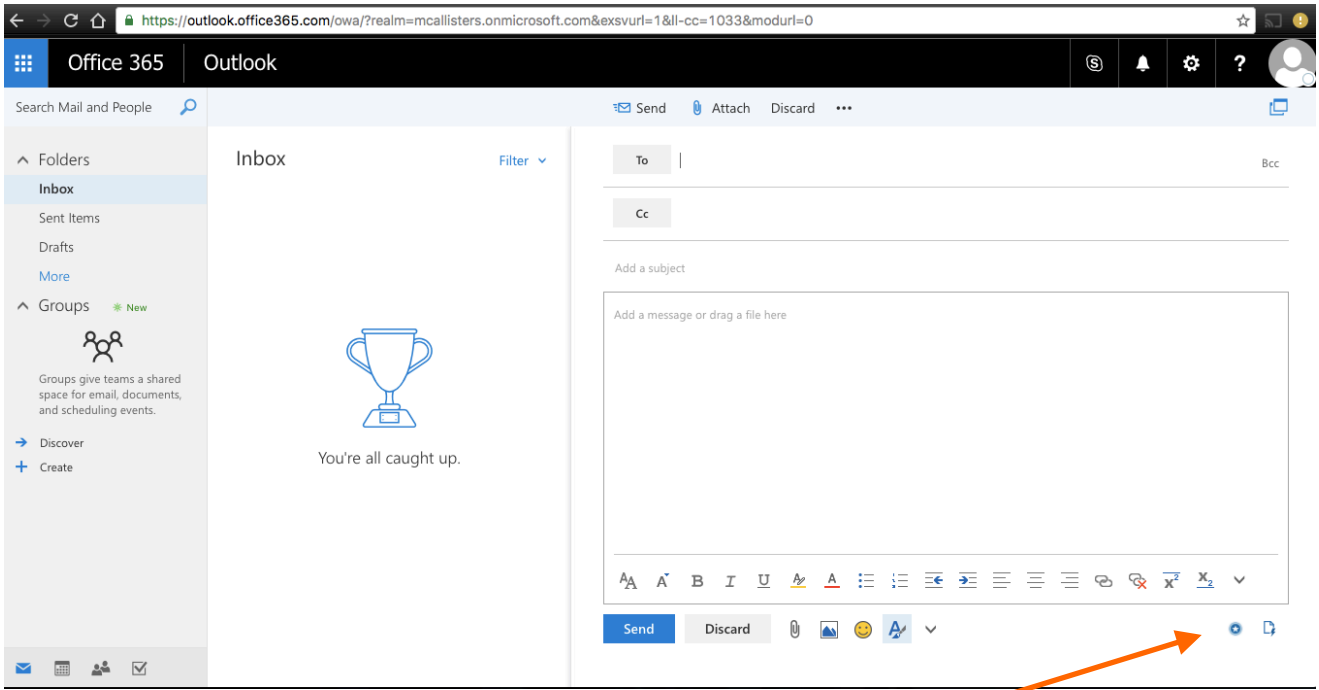
Back at the add-in center, the add-in will be disabled by default. In order to ensure that the add-in is installed for all your users, click the pencil icon to edit the add-in.



Select "Mandatory" so users will immediately see it and cannot disable it.



Once saved, users can now visit the compose email pane and see the Recognize add-in accessible via the blue star logo in the bottom right corner

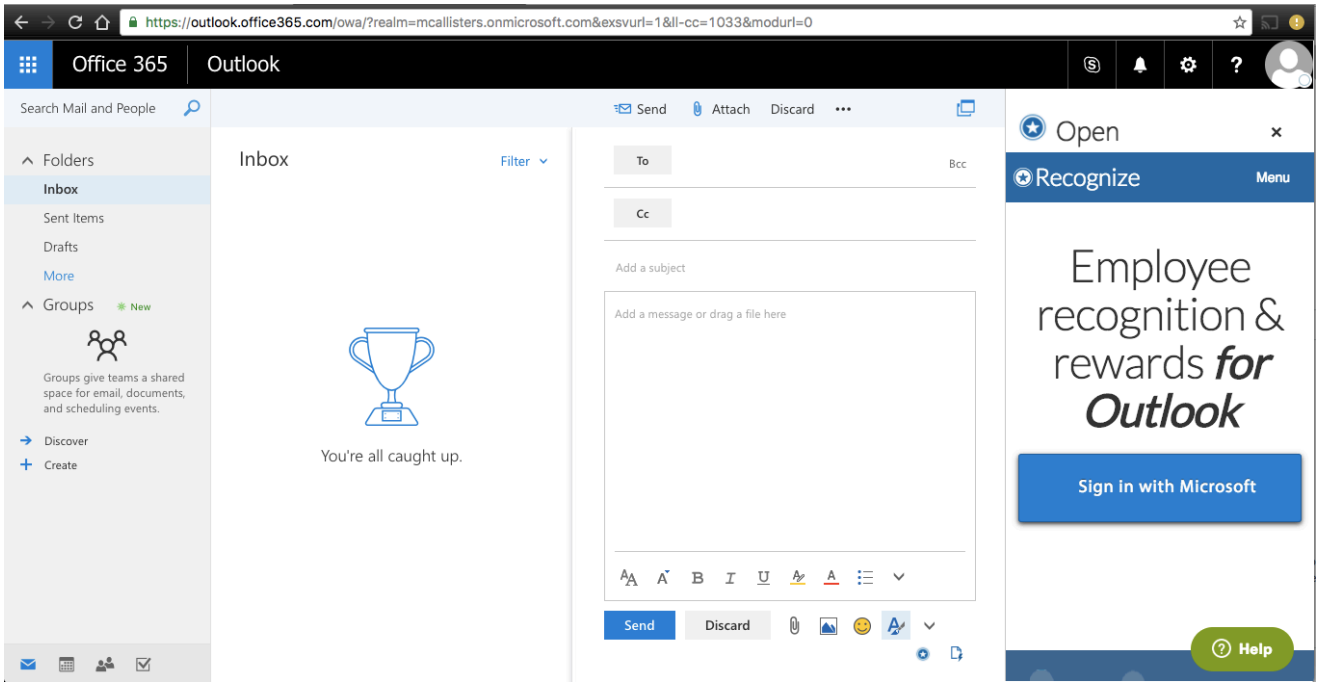


Please see the next section on Authentication to proceed.

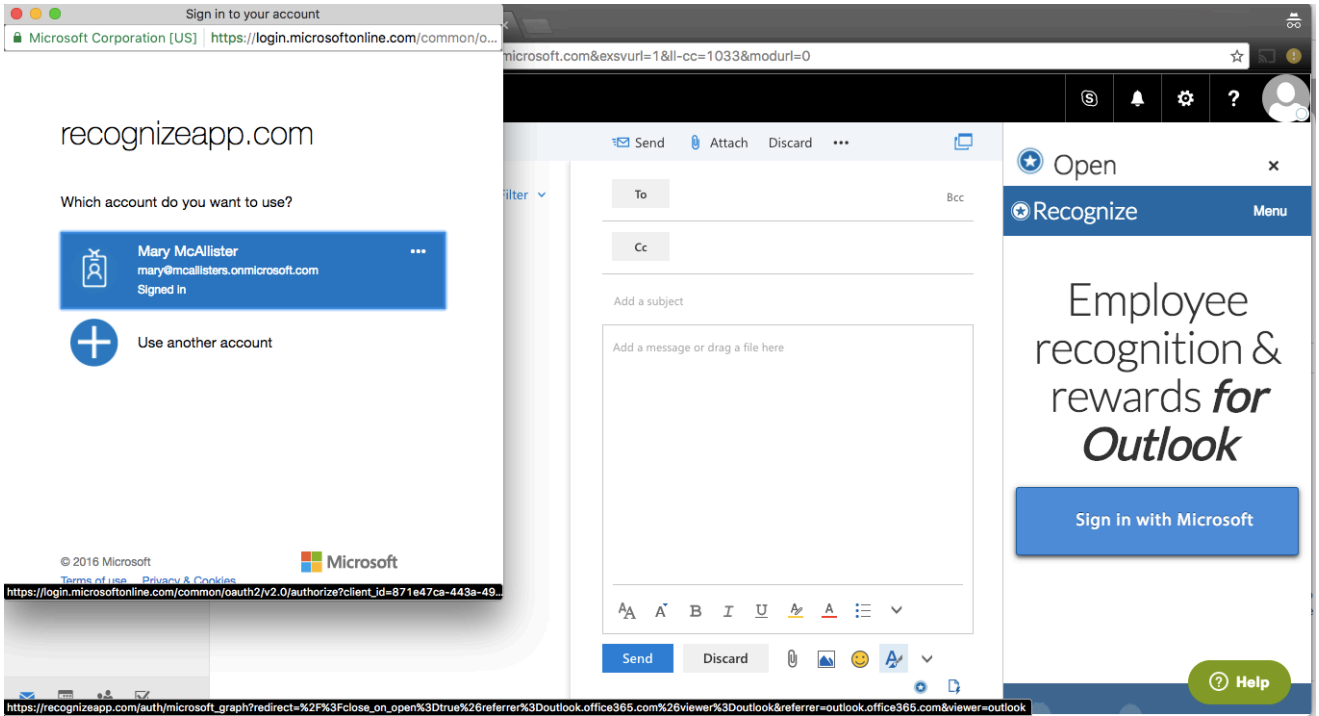
Authentication

How to login and get started

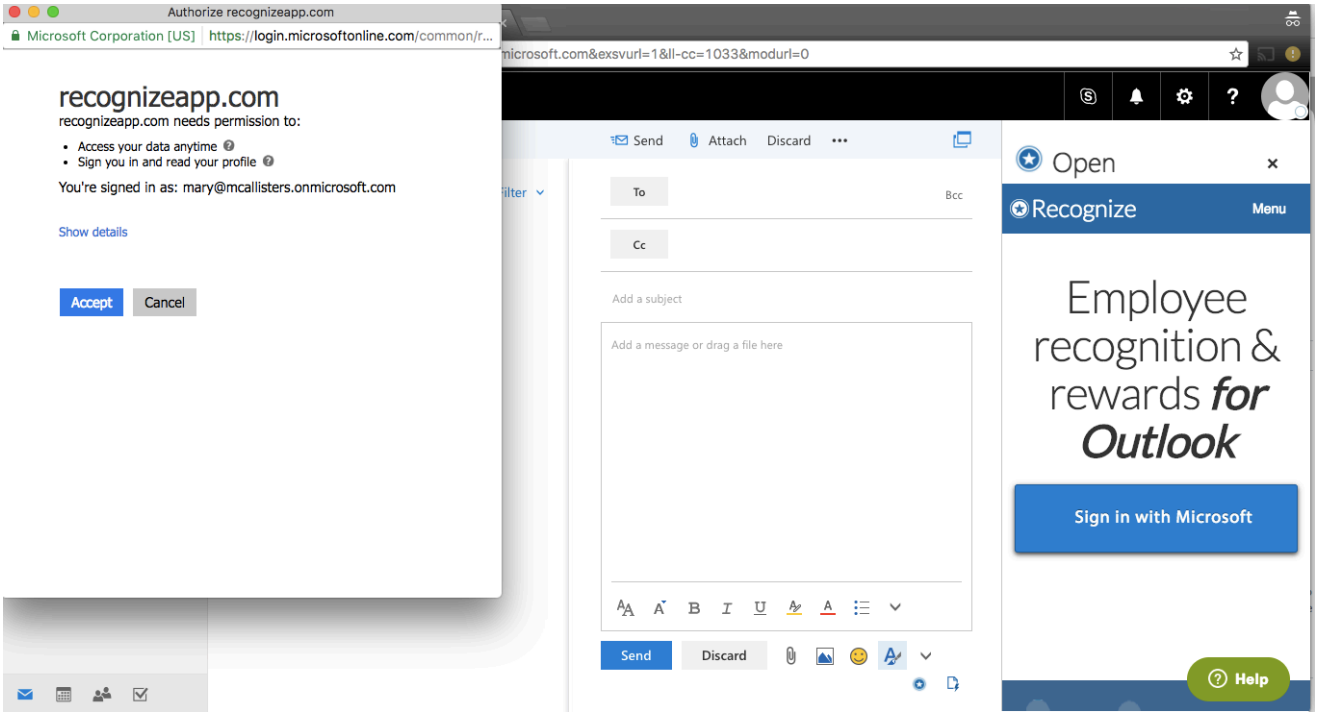
After clicking the Recognize add-in button for the first time, you will see the following screen and will need to login. Simply click the "**Sign in with Microsoft**" button.

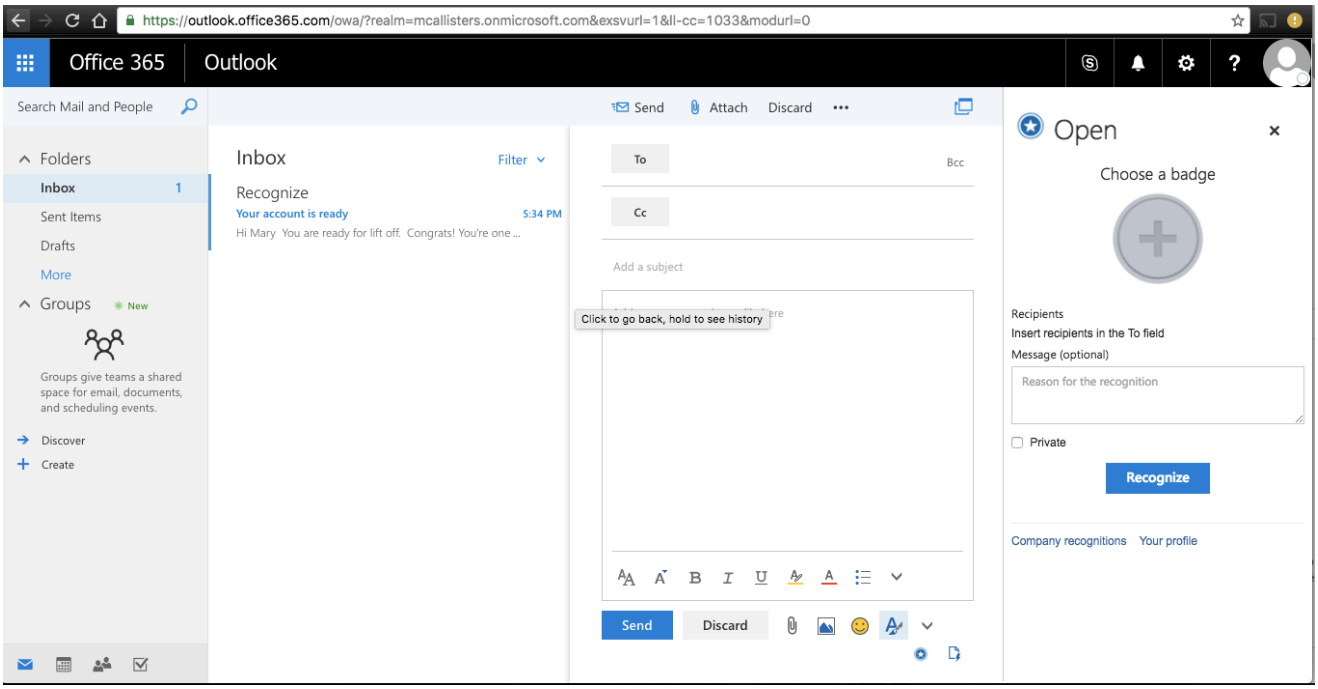


Select your account.



Authorize Recognize to access your account.





You are now ready to start using Recognize in Outlook!

Additional info

Release limitations

- The Recognize add-in does not currently support SSO. If you require SSO, please contact us at support@recognizeapp.com.
- The Recognize add-in only supports installation via the Office store. Manual installation may be possible, but is not currently supported.